DR JEUNESE PAYNE

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Currently in an information development role, where I work in collaboration with product designers, software engineers, product and marketing managers, and other technical writers, I am a creative and task-oriented colleague with a strong writing and research background. I would like to expand on my aptitude for reviewing and creating content based on user needs, with a commitment to clear, concise, and purposeful communication. To this end, I am seeking opportunities to have a practical and positive impact in the world of technology by synthesising and conveying information to help users accomplish their goals.

Current Role

November, 2020 – present
Senior Technical Author
Information Experience (IX) Development Team
Citrix, Cambridge

I am primarily responsible for authoring product documentation targeted at administrators, which I revise and update based on feedback from PMs, engineers, and customers. I align this content with product releases and updates, and deliver it as part of a *Docs as Code* framework: content is managed using BitBucket and Git for version control, maintained in Markdown files, formatted using GFM, and edited using VSCode. I am also responsible for in-product content development and UI review.

Product Documentation. I develop and maintain 'how to' documentation for administrators to help them install, upgrade, and manage Citrix Workspace, and to keep them up-to-date with new releases. I was also integral to the initial development of Citrix Secure Internet Access documentation. My work adheres to Citrix style and brand standards, passing automatic checks and a peer review and approval process.

Content Strategy. After inheriting the Citrix Workspace documentation, I am leading an effort to restructure content around the administrator's technical workflow. This is informed by research, which includes a content inventory and audit, stakeholder interviews, content analysis of survey data, analyses of Google and internal search log data, and journey mapping, resulting in a sitemap, implementation plan, and suggestions for measuring success.

UX Writing and IX Review. I create and review in-product copy for the UI of our digital products to help administrators and end-users interact with it. This includes buttons, menu labels, error messages, T&Cs, inline instructions, tooltips, and other on-screen text, as well as general layout and appearance.

Key Competencies and Attributes

Research and Analysis
- Survey design and analysis
- Thematic and content analysis
- Interviews and workshops
- Usability testing
- Contextual enquiry
- Statistical analysis
- Use cases and scenarios
- Experience and journey mapping
- Heuristic evaluation

Personal Attributes
- Creative problem-solving
- Attention to detail
- Effective writing
- Critical thinking
- High integrity
- Empathy
- Analytical

Information Experience
- Content strategy and design
- UX writing and review
- Information architecture
- Technical content writing

Tools
- VSCode
- BitBucket
- Miro
- JIRA
- Confluence
- Overleaf (LaTeX editor)
- Microsoft Word Suite
- Qualtrics

I am also familiar with Adobe graphic design software, Figma, InVision, Sketch, UXPressia, Optimal Workshop, SPSS, Google Docs, Trello, and YouTrack.

Supporting Formal Feedback

Product Design Lead: *"You provided great feedback on how to approach the presentation of the information for the admins in the [Citrix Cloud] onboarding guidance. Your fresh approach made me re-think how to better group the information to make it more understandable."*

Senior Product Manager: *"I've seen you embody all the Citrix competencies in our work together but two stand out in particular: "accountable and quality results oriented" and "compete to win together". It is always a pleasure working with you, you're clearly a gifted writer but are also an excellent collaborator who does an amazing job of involving a diverse range of stakeholders in the docs drafting process. You [...] simplify what are often very complex features. Because you write clear docs, I get less admins reaching out to me directly with their problems."*

Test Engineer: *"Jeunese and I have a very productive ongoing working relationship and collaborate often. [...] Information we currently have published is often not located in the most logical of places within the "Workspace" doc set and she has identified this as problem in need of her attention that will benefit customers, PMs, support engineers and doc maintainers alike."*

Service Delivery Program Manager: *"Jeunese strives to deliver the project on schedule and continues to identify, recommend and support, changes for the site. She continues to support stakeholders and fulfills the role of subject matter expert on design activities. She ensures processes are developed and integrated into the site landscape and in accordance with Citrix product standards and guidelines."*

Principal Information Developer: *"The competencies that I see you demonstrate include:*

- ***Learn & innovate**: You dove into learning about SASE and CSIA to help make the project a success. We had very tight deadlines and a new product, yet you showed keenness and diligence in learning and delivering.*
- ***Accountability & quality results-oriented**: You have been very diligent and committed to your work. All I needed to do is explain the requirements and give you a timeline, and you managed you[r] work and got it back to me on time.*
- ***Organizational Agility**: Being new at Citrix and working on a new product like CSIA, it was required of you to work with multiple teams (Eng, PM, Info Dev). You showed agility in working with cross-functional teams and multiple Info Dev team members to learn the tools and product.*
- ***Open & Inclusive:** You also sought suggestions and feedback on your work to ensure you provide the best solution to our users. You were always very open to feedback."*

Senior Digital Marketing Manager: *"Jeunese is very passionate about what she's doing. Her desire to improve the user experience on product documentation webpages will benefit Citrix customers in the long run."*

Degrees

Abertay University, Dundee

PhD: Applied Psychology in HCI (2014)
Fully funded scholarship provided by NCR, completed within 3 years.

BSc Psychology, 1st Class Hons (2010)
Passed with distinction each each year; presented with two awards for high achievement by the university (2009 and 2010), on top of which I earned a Carnegie Vacation Scholarship (2010) and appeared in the Graduate 100 publication (2010).

Relevant Employment History

March, 2019 – November, 2020
User Experience Research and Design
Featurespace, Cambridge

I informed the design of features in the *ARIC Risk Hub* – a machine learning platform for monitoring financial crime. With Lean UX canvassing, use cases, wireframes, and iterative prototyping, I worked collaboratively across teams to explore user-centered designs, and created mock-ups to illustrate functionality. I also identified and documented business goals to create alignment in an agile working environment, contributed to style guides, and edited process documents according these guidelines.

June, 2017 – February, 2019
User Experience Research
University of Cambridge, Information Services (UIS)

I wrote, edited, and reviewed digital content, with a commitment to plain English and content design principles. I suggested content based on user research and business needs. I specified standards and methods based on user-centred design and good research practice, and used these in my own user interviews and testing. The role also included design sprints with other designers, data analysis and dissemination, and survey management.

January, 2016 – March, 2017
Research (Cambridge) and Visiting Fellow (Nairobi)
Africa's Voices Foundation (AVF)

I worked onsite with a social change media organisation in Kenya, where I led a reproductive health project, drawing insights from large databases of textual and demographic data. This role involved stakeholder relationship management, designing studies (on topics of vaccination, maternal health, and governance), and subsequent analyses, reports, and presentations. The role also involved intern supervision and evaluating bespoke systems for exploring data, for which I additionally developed training materials. I developed systems for organising content, created manuals and video tutorials, and wrote client-facing blog posts.

October 2013 – November 2015
Research Associate (Usable Security, Mobile Technology)
University of Cambridge, Computer Lab

I led early usability studies of an authentication device and contributed to 3 published academic papers as a result of this project. I wrote and edited instructional text for a newly developed authentication app; helped colleagues define user models, and design features and functionality in line with these; and wrote, edited, and reviewed blog posts, presentations, and user manuals. During term-time, I engaged in academic collaboration and supervised undergraduates in 3rd year HCI, and 1st and 2nd year Psychology, and I co-supervised an MPhil student and a summer intern for functional prototyping.

May, 2010 – May, 2013
Usability Research Assistant (part time)
NCR Research and Development, Dundee

May, 2011 – May, 2013
Teaching Assistant (part time)
University of Abertay, Dundee